



Job Title: Volunteer Home Visiting Coordinator
Function: Community Services
Reports to: Community Services Manager
Last review date: October 2026

*Ngā hapori pakari. Ngā whānau māia. Ngā tamariki houkura.
Strong communities. Confident whānau. Thriving children.*

Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa. We're proud to visit over 80% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau/families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

Whānau Āwhina Plunket Values

In this role you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

- **Māia** – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity
- **Tūhono** – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)
- **Manaaki** – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata
- **Māhaki** – to be humble as we share our knowledge experience to understand and learn from each other and foster trust.

Overview of the Community Services Function

The Community Services team is a vital part of the wider Service Delivery function, which brings Whānau Āwhina Plunket's trusted support to tamariki and whānau across Aotearoa. We work alongside our clinical colleagues, volunteers, and community partners to strengthen whānau and community wellbeing and help families achieve their aspirations.

Our team supports the delivery of local, regional, and national initiatives that help tamariki and whānau to thrive. We connect community needs, insights, and opportunities with Plunket's national direction, ensuring services are meaningful, welcoming, and responsive, particularly for our priority populations. Together, we are building a legacy of care, connection, and equitable outcomes that will support whānau for generations to come.

We prioritise tamariki and whānau experiencing the greatest inequities. This includes Māori, Pacific, Asian and rural families to ensure our services reach those who need them most. Our priority populations are central to our service design and are reflected in our key performance indicators, ensuring our work remains focused on improving equity and outcomes where they matter most. Our team uses internal insights, local data, and community feedback to guide targeted, culturally grounded service delivery that responds to whānau aspirations.

We lead and support a diverse range of programmes, events, services, and activities that foster deep connection with local communities. We work collaboratively to understand local needs and respond through innovative projects, strong partnerships, and meaningful volunteer involvement.

Volunteers play a vital role in extending Plunket's reach and strengthening our connection to communities. They lead and support local programmes and activities, bringing passion and lived experience to their mahi. Our paid Community Services kaimahi provide leadership and structure by recruiting, preparing, and supporting volunteers, ensuring roles are clear and safe, and creating environments where volunteers feel valued, confident, and set up for success. Together, we uphold Plunket's commitment to whānau-centred support and equitable access.

Purpose of the Position

At Whānau Āwhina Plunket, thriving tamariki, whānau, and communities are at the heart of everything we do. Plunket's Volunteer Home Visiting Programme provides short-term practical support for families in their home. The service supports them with practical day-to-day tasks (e.g. light housework), emotional support, a chance to catch up sleep, positive parenting, as well as linking families with community activities and support.

The Volunteer Home Visiting Coordinator is responsible for implementing the Volunteer Home Visiting programme in the local area and to coordinating the day-to-day running of the service.

The coordinator is part of a wider regional team, working collaboratively with local clinical and community services colleagues to understand local needs and help shape services that are relevant, effective, and aligned with Plunket's national goals.

Guided by our Te Tiriti o Waitangi commitments and equity journey, the Volunteer Home Visiting Coordinator ensures the service is inclusive, accessible, and shaped by the voices and aspirations of our priority populations.

A key part of this mahi is recruiting, nurturing, and supporting our volunteer workforce, recognising that while paid staff are responsible for leadership, coordination, and quality assurance, volunteers are at the heart of local delivery, bringing their time, relationships, and community insight to extend Plunket's reach and impact.

By building trusted relationships and fostering collaboration, the Home Visiting Coordinator supports local solutions that reflect community personality while staying connected to Plunket's national direction and shared purpose.

Key Dimensions of the Position

Delegations: The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.

Functional relationships: *To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

Internal:

- Community Services Managers & Team Leaders
- All other Community Services kaimahi
- Clinical kaimahi
- Fundraising and Grants team
- Communications and Stakeholder Engagement team
- Plunket Volunteers
- PlunketLine

External:

- Plunket Clients / Members of the Public
- Volunteering centres
- Iwi, Hapū and Marae
- Local community organisations & networks
- Other Well Child / Tamariki Ora providers

Accountabilities

Programme Coordination and Delivery

- Coordinates the planning and delivery of the Volunteer Home Visiting programme, aligned with national direction and frameworks to ensure consistency, quality and safety, while adapting approaches to meet the needs and strengths of local communities
- Processes referrals to the programme in line with criteria, and make contact with referred whānau to introduce and onboard them, and match them to a volunteer
- Promptly identifies, responds to and escalates issues and concerns in line with organisational processes
- Ensures the Volunteer Home Visiting programme is designed and delivered in ways that remove barriers to access, reflect our Te Tiriti commitments and advance equitable outcomes for priority populations

Volunteer Engagement and Support

- Recruits, trains and supports volunteers to deliver the Volunteer Home Visiting programme
- Provides clear communication, guidance and development opportunities to ensure volunteers feel valued, informed and equipped to succeed
- Aligns volunteer activity with our Te Tiriti commitments and equity journey, ensuring our volunteer workforce reflects and supports the communities we serve
- Builds an inclusive and supportive volunteer culture that recognises the unique strengths and motivations of each volunteer, including volunteer recognition and appreciation activities.

Understanding and working with communities

- Draws on local knowledge and any insights to identify trends, inform priorities and support decision-making for the programme
- Embeds Whānau Āwhina Plunket's Te Tiriti o Waitangi commitments and equity journey, in how community needs and opportunities are identified and addressed
- Applies this understanding to ensure service, partnerships and volunteer activities are meaningful, inclusive and responsive to whānau and community priorities

Relationship Management and Collaboration

- Builds and maintains strong, respectful relationships across Whānau Āwhina Plunket teams, volunteers, whānau and other partners
- Represents Whānau Āwhina Plunket positively and professionally in all interactions, fostering trust and collaboration to achieve better outcomes for tamariki and whānau

Continuous Improvement and Reporting

- Shares local learnings and success stories to inform national planning and strengthen consistency across regions
- Prepares timely and accurate reports, reflecting outcomes, challenges and opportunities for growth
- Is able to use and interpret data as evidence to track progress towards equitable access, participation and outcomes across communities

Operational, Event, and Communications Support

- Ensures all communications and promotional materials align with Whānau Āwhina Plunket's brand standards and guidelines, maintaining a consistent and professional presence.
- Works collaboratively with colleagues, volunteers, and community partners to ensure all operational and communications activities reflect Plunket's Te Tiriti commitments and equity journey, and contribute to the wellbeing of tamariki, whānau, and communities

Health & Safety

- Manage own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Ensures safety for own and others at all times and observes health and safety practices in all workplace activities.
- Understand the responsibility individuals and their manager play in health and safety.
- Team training is up-to-date and all team members can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe.
- Comply with relevant safety legislation, policies, procedures, safe systems of work and event reporting.
- Identify and report all incidents, accidents, and near misses in accordance with policy.

Position Description and Scope of Duties

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Whānau Āwhina Plunket's performance and development programmes.

Person Specification

Experience

- At least two years' experience in community services, coordination or development roles within a not-for-profit, social services or health-related organisation
- Experience building and maintaining effective relationships with communities, volunteers and partner organisations
- Experience applying equity and Te Tiriti principles in practical, community-facing contexts

Skills

- Strong interpersonal and communication skills, with the ability to engage confidently across diverse communities and settings
- Ability to coordinate multiple activities effectively including planning, logistics, communication and evaluation
- Confident in recruiting, supporting and guiding volunteers, fostering inclusion and belonging
- Able to utilise data and other insights to inform planning, measure outcomes, and identify improvement opportunities
- Competent in digital tools including Microsoft 365, Teams and social media to support coordination and communication
- Familiarity with programme coordination within communities
- Understanding of equity in practice, including barriers to access and participation for priority populations, and ways to address them
- Awareness of volunteer engagement principles and the factors that motivate and sustain volunteer involvement
- Demonstrates a strong commitment to Whānau Āwhina Plunket's purpose, values and Kaupapa
- Actively models equity, inclusion and cultural responsiveness in all interactions
- Respects and values Te Tiriti o Waitangi with an understanding of how this applies in every day work
- Builds trusted relationships through warmth, empathy, integrity and effective communication
- Self-motivated, adaptable, and able to work both independently and collaborative as part of a geographically dispersed team
- Brings a solutions-focused mindset, showing initiative and resilience in a dynamic environment

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Home Visiting Coordinator

Date

Community Services Manager

Date